

BANKING SAFETY TIPS

BANK TRANSFER FRAUD ALERT

Notice to our dear customers:

“Be alert to bank transfer fraud in the name of PT Bank JTrust Indonesia Tbk”

In recent years, there have been many cases of fraudulent credit installment payments in the name of PT Bank JTrust Indonesia Tbk (J Trust Bank). Therefore, when making credit installment payments to BJI, please pay attention to the following matters:

- **Before making a credit installment payment by transferring money to the bank, MAKE SURE that the DESTINATION ACCOUNT is a J TRUST BANK ACCOUNT in the CUSTOMER’S NAME or a J TRUST BANK ACCOUNT that HAS BEEN DETERMINED PREVIOUSLY.**
- The following are some examples of modes that indicate fraud:
 - 1. Bank Account other than J Trust Bank.**
 - 2. J Trust Bank account in the name of another person and J Trust Bank account in the name of a company other than J Trust Bank.**
 - 3. J Trust Bank accounts are in the personal names of J Trust Bank employees and bank accounts other than J Trust Bank are in the personal names of J Trust Bank employees.**
 - 4. J Trust Bank account that was not previously disclosed.**

If a customer is asked to transfer funds to the account in points 1-4 above, then it is reasonable to suspect that there are indications of “Bank Transfer Fraud”. Therefore, please immediately contact us at the telephone number and/or email below:

Nomor Telefon (hotline) : 021-27889226 (hanya hari dan jam kerja)

Email address : antifraud@jtrustbank.co.id

J Trust Bank will not recognize deposits to the destination account as stated in points 1-4 above as credit installment payments and the customer’s loan balance will not decrease.

J Trust Bank will not delay customer payment obligations and will never provide compensation for any reason to customers.

Customer money that has been transferred to an account that is not a J Trust Bank account in the customer’s name or a J Trust Bank account that has been previously determined will not be returned.

J Trust Bank always provides the best, safe and comfortable service through new ideas and innovative financial products.

Sincerely,

PT Bank JTrust Indonesia Tbk

